

Results of 2009 Restocking Fee Survey

The Patrick Administration's Office of Consumer Affairs and Business Regulation surveyed the restocking fee policies of 39 popular retailers between Nov. 25 and Dec. 1. The survey found more than half of the retailers charge a restocking fee, typically on electronics and furniture. The information below summarizes the fees for all of the retailers surveyed, and categorizes the retailers by their main area of focus. For the full details of a retailer's return and restocking policies, visit their respective Websites.

Furniture	
Bernie & Phyl's	No restocking fee
Bob's Discount Furniture	No restocking fee
Cardi's	If store allows customer to reselect, minimum \$149 or 10% of retail fees will apply, whichever is greater, plus a delivery fee.
IKEA	No restocking fee
Jordan's Furniture	Special order cancellations – loss of 30% deposit
Mattress Giant	A \$169.99 fee to cover the cost of inspecting, sanitizing, and processing returns will be applied. This fee includes the delivery of replacement mattress.
Rotman's	Special orders cancellations – loss of 25% deposit
Sleepy's	\$149 to \$399 exchange fee, dependent on size of mattress.

Electronics	
Apple	A 10% restocking fee applies to open box items.
Best Buy	25% for Special Order Products, including appliances 15% for opened notebook computers, projectors, camcorders, digital cameras, radar detectors, GPS navigation and in-car video systems 10% for Apple iPhones
Circuitcity.com	Reserves the right to charge a restocking fee up to 25% at CircuitCity.com's sole discretion for nonconforming returns.
Dell.com	Restocking fee of up to 15% for non-defective returns
Microcenter.com	15% open-box fee on all returns/exchanges, unless item is defective & exchanged for exact same item.
Newegg.com	A 15% fee applies to all returns for refund.
Radio Shack	No restocking fee

Home Improvement	
The Home Depot	Special Orders in-store subject to 15% restocking fee. Cancellations may be subject to 15% restocking fee.
Lowe's	No restocking fee

Office	
Office Depot	A 15% restocking fee applies if box is missing any components. This applies to all technology products.
OfficeMax	No restocking fee
Staples	No restocking fee

"Big Name" Retailers / Club Stores	
BJ's	Items not in new condition with original packaging may be subject to restocking fees (amount unspecified)
Brookstone	Beds, chairs, some electronics, oversize items: Unspecified restocking fee.
Bed Bath & Beyond	No restocking fee
Costco	No restocking fee
JC Penney	No restocking fee
KMart	No restocking fee
Kohl's	No restocking fee
Sears	A 15% fee is charged on some open electronics, mattresses, built-in appliances and special orders
Target	Some items are subject to a 15% restocking fee, including camcorders, digital cameras, portable DVD players and portable electronics (applicable both in-store and online).
Toys 'R' Us	Online only: 15% restocking fee charged on computers, monitors, notebook computers, projectors, camcorders, digital cameras, radar detectors, GPS units, and keyboards.
Wal-Mart	No restocking fee

Internet-Only	
Amazon.com	Restocking fees vary, depending on whether item was opened or unopened and the type of merchandise. Fees can range from 15% to 50%.
Buy.com	No restocking fee
Circuitcity.com	Reserves the right to charge a restocking fee up to 25% at CircuitCity.com's sole discretion for nonconforming returns.
Newegg.com	A 15% fee applies to all returns for refund
Overstock.com	A partial refund will be issued for opened products.
Smartbargains.com	No restocking fee

Sporting Goods	
Modell's	No restocking fee
Sports Authority	No restocking fee

Department Store	
Bloomingdale's	A 10% (up to maximum of \$250) fee plus pick-up fee on all reselections and returns on mattresses.
Macy's	10% handling fee and separate redelivery fee applies to returns of mattresses and furniture.